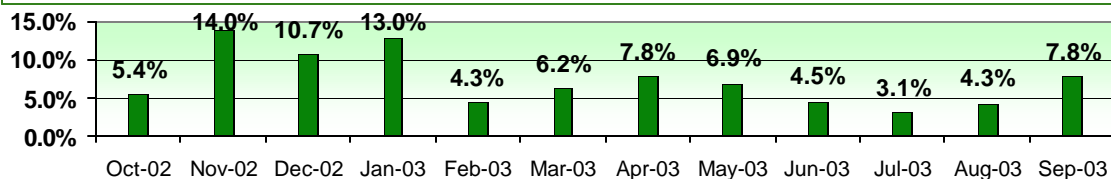


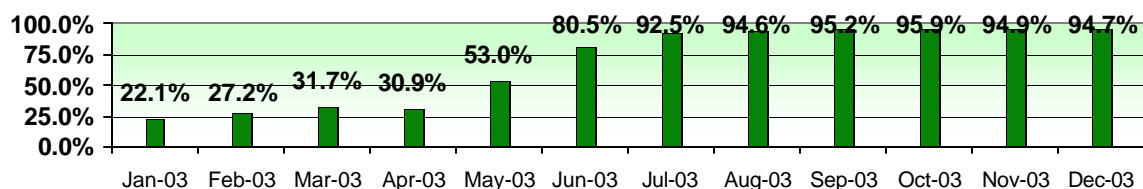
# QC/QA NEWSLETTER

## FOOD STAMP QC PAYMENT ERROR RATE FEDERAL FISCAL YEAR 2003\*



\* Preliminary.

## RATE OF MEDI-CAL REDETERMINATIONS COMPLETED January - December 2003



## QC ERRORS - MEDI-CAL

### Notice of Action (NOA)

The California Department of Health Services (CDHS) has completed a review of LEADER records and hard copy files of Los Angeles County Recon cases. The focus was on the termination Notice of Action (NOA) on a beneficiary in the family unit. On a percentage of the cases that were reviewed, a large portion neither had a termination NOA in the hard copy file nor was it found on LEADER.

Note: **If a beneficiary is added to the case, accidentally, and is later removed, a NOA shall be generated.**

**When a child reaches the age of 21 and is not pregnant or disabled, a NOA shall be generated.**

These are just a couple of examples to make you aware that a NOA is necessary when removing eligibility from a beneficiary.

## QC ERRORS - FOOD STAMPS

### EMPLOYMENT AND TRAINING

When participant failed to comply with employment and training requirements, good cause must be determined and documented. Los Angeles County was cited with a large underissuance in the amount of \$151.00 when the agency imposed a Food Stamp work sanction without a determination of good cause.



Management Information  
and Evaluation  
12820 Crossroads Pkwy South  
West Annex  
City of Industry, CA 91746

Phone: (562) 908-5849  
Fax: (562) 692-9339  
DavidPivazian@ladpss.org